

Job title: Human Resources Officer (HRO)	Responsible to: Operations Manager
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About the RNRMC

RNRMC is the Naval Service's primary national charity. We recognise the demands placed on those who serve and their family members. It is the charity's belief that while one person joins, the whole family serves.

We strive to raise and deliver resources, working with others, to provide the best assistance to serving and former sailors and marines and their families, with the aim of ensuring they feel valued and supported, at any stage of their lives. Our work helps the serving community including through improvements to amenities, efficiency, morale, welfare, sport and adventurous training as well as veterans and families in Need and dependents after bereavement.

Role

The HRO role is diverse. Working as part of the Operations Department to provide efficient and effective Human Resources support to the charity and day-to-day administration services.

The HRO will undertake a wide range of functions ensuring that managers and staff receive support and guidance on all HR related issues. The HRO will also have a role to play to ensure that administration activities within the RNRMC run smoothly. The role holder will be responsible for the coordination of human resources activity within delegated budget lines.

Due to the sensitive nature of the role, this individual needs high levels of discretion and tact in dealing with confidential information that proliferates in the HR domain.

Job Specification

The role of the HRO is varied and touches all departments. The post holder is required to have excellent interpersonal skills, be diplomatic and approachable with a strong ability to communicate verbally and in writing. They will be a confident self-starter able to adapt to a changing environment as the Charity grows and maintain confidentiality of all sensitive information and data. Due to the position, it is also a requirement to have problem solving skills and excellent judgement alongside a meticulous, accurate and disciplined approach to work. They will also possess good organisational skills and be able to prioritise a varied and busy workload and deliver to deadlines.

The main responsibilities of the Human Resources Officer are to:

Human Resources

- Supported by the HR contractual retainer, be the lead co-ordinator on all of the RNRMC HR processes, including job evaluations, recruitment, drafting of contracts, induction and probation, training, appraisals, exit interviews, disciplinary and capability procedures, mediation, employee relations and maternity/paternity, keeping leave and absence records, policies and processes up to date with current employment legislation.
- Support the PDR process, lead annual staff surveys and assist with the implementation of any changes that are required as a result. Lead on administering the Staff Talent Management Programme.
- Support Payroll on a monthly basis by providing accurate and timely HR information and documentation. Be responsible for calculations of staff holiday and other entitlements and completion of statutory forms.
- Be the main support administrator for staff remuneration, rewards and recognition and benefits.
- Lead on renewal and administration of the Staff Private Health, Death in Service and other staff benefit schemes.

- Be the lead contact and administrator for the AFC Employer Recognition Scheme, driving towards Gold status.
- Be a member of and the lead administrator for the Staff Reference Group and Culture Committee (SRG).
- Responsible for the information held within the charity's Human Resources software, MyPeople. Tasks include but not exclusive to the maintenance of staff holiday, leave records, maintain staff sickness absence records, appraisal information, disciplinary records, document uploads and reporting trends to line managers.
- Support the Ops Manager in ensuring staff welfare is monitored on a regular basis and highlighting areas of concern.
- Be responsible for visitors' security notifications for Ops and board visitors.

Board Support

- Responsible for the administrative arrangements of FinOps Committee meetings as required, including Virtual set-up and/or venue booking and hospitality; assist with the distribution of meeting packs and taking meeting minutes (FRAC/IC/ RNRMCE).

Governance

- Support the Operations Manager with the upkeep of the statutory records and electronic and paper documents, ensuring that they are kept in a well-ordered filing system, using appropriate processes to maintain secure record keeping.

Policy and Procedures

- Ensure all HR policies, procedures and the Staff Handbook are reviewed and remain in line with current legislation on an annual basis.

Administration

- Be the first point of contact for any incoming enquiries to the main switch board and main charity email address. Some enquires can be difficult and often need a professional and tactful approach ensuring the Charity is professionally represented to the general public and all its stakeholders and calls are efficiently routed to the correct department.
- Be the Charity Security Liaison Officer, administering staff security clearance for working on MOD sites and coordinating visitors' security notifications. Liaise as required with HMS Excellent Base Security Officer and administer the UKSV sponsorship site for SC Clearance requirements.
- Provide leave and sickness cover for cover for EA to CEO.
- Provide HR support to other partners inside and outside the group as part of FinOps group services.
- Other general administrative tasks as may be required by FinOps.

Person Specification

	Essential	Desirable
Education		
Minimum of 5 GCSEs including Maths and English.	✓	
Minimum of 'A' level or equivalent standard education.		✓
Trained to CIPD3 level	✓	
Trained to CIPD5 level		✓
Experience		
At least two years administrative experience in a busy workplace.	✓	

Proven competence in electronic information management.	✓	
Understanding and empathy for the Royal Navy, Royal Marines and Charity Sector.		✓
Knowledge		
Computer literate; proficient in using Microsoft O365 tools, Outlook, Word, PDF, PowerPoint, Excel and Cloud based software and communications.	✓	
Experience of cloud based HR administration and meeting software.		✓
Skills/ Aptitudes		
High level of written and spoken English.	✓	
Able to work with a high level of discretion and sensitivity	✓	
Flexibility and adaptability to juggle a range of different tasks and to meet deadlines.	✓	
Highly developed and effective interpersonal and communication skills.	✓	
Proven ability to take responsibility for tasks and use initiative.	✓	
Ability to work both on own and as part of a wider team.	✓	
Exceptional organisational skills.	✓	
Proven ability to be able to prioritise heavy and varied workload.	✓	
Show dedication to completing tasks, with minimal supervision and direction.	✓	
Demonstrate a positive, willing and cheerful attitude and demeanour.	✓	
Possess appropriate right to work in the EU (i.e. EU national).	✓	